

Public Employees' Retirement Fund

December Results - Version I

Agency Mission:

"We are committed to serve, through exceptional customer service, employers, our members and their families, in achieving their retirement goals and financial security."

Director Terren Magid
GEFP Liaison Tad DeHaven

Statewide Initiatives:

Annual Savings and Efficiency Gains
One-Time Savings and Efficiency Gains
Competitive Sourcing Participation

Year-to-date FY 2008

	\$0
	\$637.3 K
	\$0

Finance Department 7/1/07 to Current

Clean up of outstanding check project = \$636.9 K
W&C keeping change form <10 to <24 employees = \$0.4 K

Agency Metrics:

Financial Performance

1 year actual return/1 year target return (%)
% of active managers exceeding benchmark

Result

77%
41%

Target

100%	90% to 100%
75%	50% to 74%

Comments

Customer Service

Benefits

Percentage of distributions processed in 30 days or less
Percentage of retirements without payment interruption

90%
95%

90%	75% - 89%
95%	80% - 95%

Call Center

Percentage of calls answered in less than 30 seconds

85%

75%	60% - 74%
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Customer Satisfaction

Customer satisfaction index

89.2%

90%	75% - 89%
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System Measures

% Automated Account Transactions

% of automated transactions

33.50%

50%	25% - 49%
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Fundamental Agency Change Initiatives

Internal Controls
Business Technology Enhancements
Retirement Planning
Human Resources